



**August 2005**

## **AWIN Monthly Newsletter**

### **Welcome...**

...to the the monthly newsletter for the Arkansas Wireless Information Network, also known as AWIN. AWIN is a multi-phased approach to building the infrastructure for a statewide interoperable radio system. It will be used by first responders of all types across the state. As we move toward this new level of communication, we will continue to keep you informed of the progress.

### **AWIN Support**

In partnership with the Arkansas State Police, the Department of Information Systems (DIS) operates the AWIN Call Center to support all AWIN subscribers (radio users) with technical assistance or AWIN-related requests. Technicians are on call in the event of any emergency. Call (501) 682-HELP (682-4357) or toll-free (800) 435-7989 or e-mail: [awin.support@arkansas.gov](mailto:awin.support@arkansas.gov)

The DIS professionals who provide support for AWIN have fielded 182 customer requests to date.

### **Saffold brings leadership, first responder experience to AWIN**

With 20 years at the Arkansas State Police, a large-scale technology upgrade under his belt and two job titles, it's not difficult to understand why Captain Dale Saffold holds the reins of AWIN as Program Director.

As Program Director, however, Saffold realizes that he shoulders much of the responsibility for the overall success of the program. "I try to keep a large-scale view of the entire project, future project direction, problem resolution, making contacts and answering decision makers' questions, because they ultimately determine the future scope of the program," he said. Taking the reins of AWIN in March 2005, Saffold offered leadership experience from the ASP upgrade project in 2000. "My experience with the 2000 upgrade put me in a unique situation to have a level of knowledge of the statewide system and knowledge of project implementation expectations which are beneficial to AWIN," he said. Taking that experience with him, Saffold is able to identify and clarify project miscommunication and navigate governmental entities connected to project success.

Ultimately, however, Saffold's goal, and that of the AWIN Program, is to improve

critical communications between the public officials in Arkansas by achieving statewide interoperability. "Most citizens will never directly experience the improved communications resulting from AWIN," Saffold said. "What will be taking place in the background will be more seamless communications taking place between the various public-safety, public-service providers which are serving our citizens day in and day out. These city, county and state employees, as well as the numerous volunteers across Arkansas, will be in a better position to coordinate and respond to various circumstances involving multi-jurisdictional deployment."



AWIN Program Director Dale Saffold speaks at a press event introducing the deployment of the Washington County command and control radios in Fayetteville June 17.

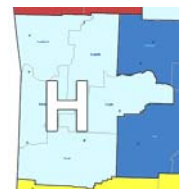
### **System cutovers continue in western Arkansas**

Area H was cutover to AWIN Tuesday, August 16 and finished Thursday August 18. Looking forward to improvements in the radio system, Troop H dispatcher DeAnn Spiller said that she expects better sound quality and a wider range of communication.

"I'm waiting to see the difference between the old and the new system. From what I've heard from other troops already working on AWIN, everything is going well. Because we were recently cutover, I haven't had an opportunity to compare it to the old radio system, but am hoping for improve-

ments," Spiller said.

Comprised of six sites, Area H includes the Fort Smith metro area. With Areas B, D, I, L and H already up and running, the project is moving forward with Areas E and F are slated to be cutover next. The cutovers are tentatively scheduled to begin in mid September and are contingent upon equipment testing to ensure quality and safety.



## Cutover schedules focuses first on quality

The AWIN project schedule is currently experiencing a delay as all involved work together to ensure not only meeting the project schedule, but more importantly implementing the highest quality system possible. The state and the AWIN primary vendor, Motorola, are both committed to quality over schedule at all times, and this delay will ensure the high quality of the system.

This delay is due to an anomaly with the base stations at some locations. Many of the Area E sites are designed to employ a 150watt High Power Base Station. AWIN field technicians have encountered some irregularities with this unit at sites in Area L. This area was cutover to the new digital system in March 2005. Other previously cutover sites, in areas B, D and I, do not use this base station and are functioning correctly on the AWIN system.

Motorola's product development engineers examined the

power issue and identified a fix. Upon completion of factory testing, Motorola development engineers intend to implement the improvement plan in the field August 19th. To keep AWIN on schedule with an end of the year completion date, Area H is scheduled to cutover the week of August 15, while the issues in Area E are resolved. Subscriber installations are underway and training will take place the week of August 8.



### --Coming Events--Coming Events--Coming Events--Coming Events--Coming Events--

- Command and control end user meetings are scheduled in the coming weeks in Clinton, Monticello, and Hope at the locations listed below. All meetings will begin at 10 a.m.  
  
September 7th -- Monticello -- Fire Department Training Room, 1665 Hwy. 278 East.  
  
September 14th -- Old Washington Historic State Park, 1914 Schoolhouse. Nine miles northwest of Hope on US Highway 278.  
  
For more information on the Command and Control Project, please visit [www.awin.arkansas.gov](http://www.awin.arkansas.gov). For further details about the command and control end user meetings, please contact Penny Rubow at 501.682.5358 or [penny.rubow@arkansas.gov](mailto:penny.rubow@arkansas.gov).
- The AEMA meeting is August 30 to September 2 at the Embassy Suites in Little Rock. The AWIN presentation at AEMA is Wednesday, August 31 at 3:50 pm. Dale Saffold will be speaking.



**Arkansas Wireless Information Network**  
One Capitol Mall  
P.O. Box 3155  
Little Rock, Arkansas 72203